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PATENT
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit: 2661
Carl Schoeneberger et al.)	Examiner:
Serial No.: 10/632,615)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: CONTACT CENTER)	Sunnyvale, CA 94086
ARCHITECTURE)	(408) 530-9700
)	Customer No. 28960

MS: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

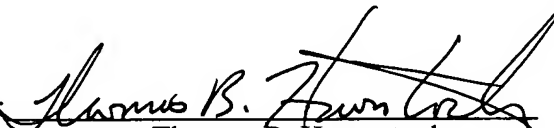
Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including a copy of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP


Dated: 10-26-05

By: 
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 C.F.R. § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.
Date: 10-26-05 By: 



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Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER
ARCHITECTURE**

) Group Art Unit: 2661

) Examiner:

) **CERTIFICATION FOR**
) **SUPPLEMENTAL INFORMATION**
) **DISCLOSURE STATEMENT UNDER 37**
) **CFR § 1.97(e)**

) 162 N. Wolfe Road
) Sunnyvale, CA 94086
) (408) 530-9700

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

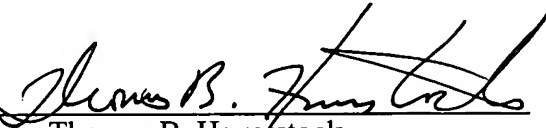
I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within an Official Action mailed on October 6, 2005 and from a Notice of Allowance mailed October 6, 2005. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2).**

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10-26-05

By: 
Thomas B. Haverstock
Reg. No.: 32,571

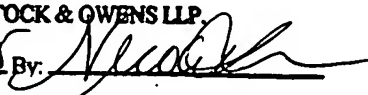
Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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- 2 -

HAVERSTOCK & OWENS LLP

Date: 10-26-05 By: 



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Carl Schoeneberger et al.)	Examiner:
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Serial No.: 10/632,615)	<u>SUPPLEMENTAL INFORMATION</u>
)	<u>DISCLOSURE STATEMENT</u>
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ARCHITECTURE)	Sunnyvale, CA 94086
)	(408) 530-9700

MS: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

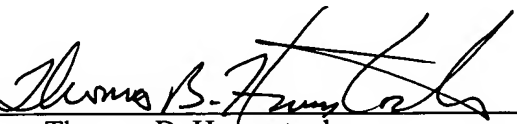
Applicants have become aware of the following printed publications which may be material to the examination of this application:

- U.S. Patent No. 6,330,326 B1;
- U.S. Patent No. 6,600,735 B1;
- U.S. Patent No. 6,724,884 B2;
- U.S. Patent No. 6,741,698 B1; and
- U.S. Patent No. 6,850,599 B2.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10-26-05

By: 
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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- 2 -

HAVERSTOCK & OWENS LLP

Date: 10-26-08 By: 

FORM PTO 1449
(Modified)

OCT 28 2005

U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Separate Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98)

Filing Date: July 31, 2003

Group Art Unit: 2661

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,330,326 B1	12/11/2001	Whitt	379	265.13	03/27/1998
	AB	6,600,735 B1	07/29/2003	Iwama et al.	370	352	03/01/1999
	AC	6,724,884 B2	04/20/2004	Jensen et al.	379	265.01	09/06/2001
	AD	6,741,698 B1	05/25/2004	Jensen	379	265.02	01/27/2000
	AE	6,850,599 B2	02/01/2005	Yoshitani	379	37	03/07/2003
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.